Ref #		Hits	Search Text	DBs	Time Stamp
1	S4	667	705/9.ccls.	US-PGPUB; USPAT	2005/02/17 14:40
2	S5	161	S4 and @py<"2001"	US-PGPUB; USPAT	2005/02/23 07:58
3	S1	3	("6,754,321" "6,721,288" "6,546,425").pn.	US-PGPUB; USPAT	2005/02/17 14:43
4	S2	5	("5943652", "6263315" "5897260" "6389132" "5920846").pn.	US-PGPUB; USPAT	2005/02/17 14:44
5	S8	70	("3914560" | "3963876" | "4017695" | "4092718" | "4132863" | "4212069" | "4277655" | "4467148" | "4670902" | "4766606" | "4799162" | "4922514" | "4937743" | "4961218" | "5052039" | "5086462" | "5099431" | "5122929" | "5177684" | "5218635" | "5241465" | "5255181" | "5255317" | "5295065" | "5325292" | "5416833" | "5491742" | "5528660" | "5588051" | "5615121" | "5640505" | "5644619" | "5687212" | "5751802").PN. OR ("5920846").URPN.	US-PGPUB; USPAT; USOCR	2005/02/17 14:48
6	S9	5	("5826236" | "5850221" | "5902352" | "5943652").PN. OR ("6323882").URPN.	US-PGPUB; USPAT; USOCR	2005/02/17 14:57

Ref #		Hits	Search Text	DBs	Time Stamp
7	S10	85	("1988634" | "3186111" | "3566370" | "3615901" | "3794982" | "3810102" | "3831608" | "3910281" | "3916909" | "3931821" | "3934226" | "3957389" | "3970408" | "3970996" | "3976253" | "3980086" | "4009719" | "4037984" | "4049002" | "4096864" | "4290114" | "4315309" | "4360345" | "4450076" | "4464122" | "4488322" | "4489387" | "4525885" | "4567318" | "4583524" | "4667292" | "4731725" | "4733354" | "4737912" | "4755868" | "4764806" | "4813013" | "4839822" | "4842394" | "4858126" | "4899758" | "4920514" | "4945476" | "5018067" | "5025374" | "5029081" | "5077666" | "5084819" | "5088037" | "5090648" | "5147186" | "5208748" | "5216603" | "5243531" | "5253164" | "5255358" | "5404292" | "5412804" | "5539869" | "5583758" | "5608898" | "5640501" | "5644778").PN. OR ("5850221").URPN.	US-PGPUB; USPAT; USOCR	2005/02/17 15:16
8	S11	13	S5 and dispatching	US-PGPUB; USPAT; USOCR	2005/02/17 15:16
9	S7	14	configurable adj rules adj engine	US-PGPUB; USPAT	2005/02/17 15:18
10	S6	114	S5 and (schedule scheduling reservation appointment booking reserving)	US-PGPUB; USPAT	2005/02/17 15:19
11	S12	196649	workforce (optimization schedule scheduling)	US-PGPUB; USPAT	2005/02/18 07:55

Ref #	Hits	Search Text	DBs	Time Stamp
12	S13	25	workforce adj (optimization schedule scheduling)	US-PGPUB; USPAT	2005/02/18 07:55
13	S14	22	("5016170" | "5093794" | "5111391" | "5182705" | "5212791" | "5325292" | "5369570" | "5408663" | "5765139" | "5765140" | "5848403" | "5911134" | "5913201" | "5953229" | "5983195" | "6032121" | "6049776" | "6067525" | "6073109" | "6088626").PN. OR ("6415259").URPN.	US-PGPUB; USOCR	2005/02/18 08:19
14	S15	0	adaptiv.as.	US-PGPUB; USOCR	2005/02/18 08:19
15	S16	0	timevisualizer	US-PGPUB; USOCR	2005/02/22 16:38
16	S17	219050	shiftwork management	US-PGPUB; USOCR	2005/02/18 08:29
17	S18	0	shiftwork adj management	US-PGPUB; USOCR	2005/02/18 08:48
18	S19	0	clickservice	US-PGPUB; USOCR	2005/02/18 08:48
19	S20	1	clickschedule	US-PGPUB; USOCR	2005/02/18 09:04
20	S21	117	service adj chain	US-PGPUB; USOCR	2005/02/18 09:04
21	S22	55	S21 and @py<"2001"	US-PGPUB; USOCR	2005/02/18 09:05
22	S23	17	S21 and "705"/.ccls.	US-PGPUB; USOCR	2005/02/18 09:08
23	S24	0	iet.as.	US-PGPUB; USOCR	2005/02/18 10:41

Ref #	Hits	Search Text	DBs	Time Stamp
24 S25	5	("4800029" "5064646" "5922656" "5972854" "6010988").pn.	US-PGPUB; USPAT; USOCR	2005/02/18 10:42
25 S26	142	ILOG	US-PGPUB; USPAT	2005/02/22 13:11
26 S30	32	(US-20010049619-$ or US-20020010615-$ or US-20020023157-$ or US-20020065700-$ or US-20020199182-$ or US-20030115088-$ or US-20040193472-$).did. or (US-4092718-$ or US-4492514-$ or US-4937743-$ or US-5093794-$ or US-5111391-$ or US-5212791-$ or US-5241465-$ or US-5325292-$ or US-5467268-$ or US-5615121-$ or US-5623404-$ or US-5701400-$ or US-5848395-$ or US-5913201-$ or US-5920846-$ or US-5943652-$ or US-6047260-$ or US-6278978-$ or US-6323882-$ or US-6380951-$ or US-6415259-$ or US-6442515-$ or US-6578005-$ or US-6810383-$ or US-6823315-$).did.	US-PGPUB; USPAT	2005/02/22 12:06
27 S35	739	(appointment reservation order) adj window	US-PGPUB; USPAT	2005/02/22 16:00
28 S36	21	appointment adj window	US-PGPUB; USPAT	2005/02/22 16:04
29 S37	5	("5467268" "5615121" "5737728" "5920846" "6278965").pn.	US-PGPUB; USPAT	2005/02/22 16:04
30 S38	18	order adj scheduling adj system	US-PGPUB; USPAT	2005/02/22 16:09

Ref #	Hits	Search Text	DBs	Time Stamp
31	S39	1	"5920846".pn.	US-PGPUB; USPAT	2005/02/22 16:09
32	S40	269	assign adj order	US-PGPUB; USPAT	2005/02/22 16:09
33	S41	77	S40 and @py<"2001"	US-PGPUB; USPAT	2005/02/22 16:11
34	S42	1746	705/8,9.ccls.	US-PGPUB; USPAT	2005/02/22 16:11
35	S43	345	S42 and (appointment reservation "time block")	US-PGPUB; USPAT	2005/02/22 16:12
36	S44	101	S43 and @py<"2002"	US-PGPUB; USPAT	2005/02/22 16:12
37	S45	73	S43 and @py<"2001"	US-PGPUB; USPAT	2005/02/22 16:12
38	S46	73	("4769796" | "4866611" | "4881179" | "4977520" | "5113380").PN. OR ("5519606").URPN.	US-PGPUB; USPAT; USOCR	2005/02/22 16:14
39	S47	26	("4428065" | "4710762" | "4807155" | "4823303" | "4937743" | "5016170" | "5023851" | "5025382" | "5111391" | "5196838" | "5208588" | "5323314" | "5334997" | "5365360" | "5375199" | "5428736" | "5440681" | "5500938" | "5519606" | "5519828").PN. OR ("5860067").URPN.	US-PGPUB; USPAT; USOCR	2005/02/22 16:23
40	S48	465	reservation.ti.	US-PGPUB; USPAT; USOCR	2005/02/22 16:23
41	S49	113	S48 and "705"/.ccls.	US-PGPUB; USPAT; USOCR	2005/02/22 16:25

Ref #	Hits	Search Text	DBs	Time Stamp
42	S50	33	(appointment.ti.) and "705"/.ccls.	US-PGPUB; USPAT; USOCR	2005/02/22 16:25
43	S51	2	("2001/0049619").URPN.	USPAT	2005/02/22 16:26
44	S52	1	("2002/0035493" | "2002/0035521").URPN.	USPAT	2005/02/22 16:29
45	S53	0	("2004/0193458").URPN.	USPAT	2005/02/22 16:32
46	S54	2	time adj visualizer	US-PGPUB; USPAT; USOCR	2005/02/22 16:38
47	S55	15592	time adj window	US-PGPUB; USPAT; USOCR	2005/02/22 16:38
48	S56	146	S55 and @py<"2002" and "705"/.ccls.	US-PGPUB; USPAT; USOCR	2005/02/22 16:39
49	S57	4	S56 and (GUI)	US-PGPUB; USPAT; USOCR	2005/02/22 16:39
50	S58	125	S35 and GUI	US-PGPUB; USPAT; USOCR	2005/02/22 16:43
51	S59	10371	(reservation apointment order) and (window timeframe (time adj block) (time adj slot)).ti.	US-PGPUB; USPAT; USOCR	2005/02/22 16:44
52	S60	14	((reservation apointment order) and (window timeframe (time adj block) (time adj slot))).ti.	US-PGPUB; USPAT; USOCR	2005/02/22 16:44
53	S61	1	"20050027580".pn.	US-PGPUB; USPAT	2005/02/23 07:33
54	S62	207	defragment	US-PGPUB; USPAT	2005/02/23 07:33
55	S63	56	S62 and @py<"2001"	US-PGPUB; USPAT	2005/02/23 07:41

Ref #	Hits	Search Text	DBs	Time Stamp
56	S64	0	(de-fragment defragment).ti.	US-PGPUB; USPAT	2005/02/23 07:53
57	S65	64	disk adj fragmentation	US-PGPUB; USPAT	2005/02/23 07:53
58	S66	668	705/9.ccls.	US-PGPUB; USPAT	2005/02/23 07:58
59	S67	161	S66 and @py<"2001"	US-PGPUB; USPAT	2005/02/23 07:58
60	S68	47	S67 and (reservation appointment time adj slot)	US-PGPUB; USPAT	2005/02/23 07:58
61	S69	14	("5323314" | "5634100" | "5761646" | "5832448" | "5842173" | "5842175").PN. OR ("5970466").URPN.	US-PGPUB; USPAT; USOCR	2005/02/23 08:02
62	S70	9	("5050077" | "5124912" | "5570109" | "5664063" | "5774867" | "5778346" | "5845257" | "5867822" | "5893073").PN.	US-PGPUB; USPAT; USOCR	2005/02/23 08:03
63	S71	40	("4769796" | "4866611" | "4881179" | "4977520" | "5113380" | "5519606").PN. OR ("5778346").URPN.	US-PGPUB; USPAT; USOCR	2005/02/23 08:13
64	S72	31999	time adj slot	US-PGPUB; USPAT; USOCR	2005/02/23 08:13
65	S73	33401	S72 and @py<"2001" and "705"/.ccls. (reservation apointment time adj window)	US-PGPUB; USPAT; USOCR	2005/02/23 08:14
66	S74	13	S72 and @py<"2001" and "705"/.ccls. and (reservation apointment time adj window)	US-PGPUB; USPAT; USOCR	2005/02/23 08:14
67	S75	18	("5006983" | "5459656" | "5467268").PN. OR ("5615121").URPN.	US-PGPUB; USPAT; USOCR	2005/02/23 08:14

Ref #	Hits	Search Text	DBs	Time Stamp
68	S76 11	("5006983" | "5325156" | "5467268" | "5511112" | "5615121" | "5623404" | "5638427" | "5640505" | "5692030" | "5737728" | "5798950").PN. OR ("6370231").URPN.	US-PGPUB; USPAT; USOCR	2005/02/23 08:15
69	S77 11	("4298793" | "5006983" | "5541835").PN. OR ("5978770").URPN.	US-PGPUB; USPAT; USOCR	2005/02/23 08:16
70	S78 42	(US-20010049619-$ or US-20020010610-$ or US-20020010615-$ or US-20020019755-$ or US-20020023157-$ or US-20020035493-$ or US-20020065700-$ or US-20020199182-$ or US-20030115088-$ or US-20040193472-$).did. or (US-4092718-$ or US-4922514-$ or US-4937743-$ or US-5093794-$ or US-5111391-$ or US-5212791-$ or US-5241465-$ or US-5325292-$ or US-5467268-$ or US-5519606-$ or US-5615121-$ or US-5623404-$ or US-5701400-$ or US-5848395-$ or US-5860067-$ or US-5913201-$ or US-5920846-$ or US-5943652-$ or US-5960406-$ or US-5963913-$ or US-5970466-$ or US-6047260-$ or US-6278978-$ or US-6323882-$ or US-6380951-$ or US-6415259-$).did. or (US-6442515-$ or US-6578005-$ or US-6810383-$ or US-6823315-$ or US-5899979-$ or US-6370231-$).did.	US-PGPUB; USPAT	2005/02/23 09:05

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Ref #	Hits	Search Text	DBs	Time Stamp
71	S79	2	S78 and swap	US-PGPUB; USPAT	2005/02/23 09:06
72	S80	6	("4852001" | "5111391" | "5164897" | "5182705" | "5325292" | "5408663").PN. OR ("6823315").URPN.	US-PGPUB; USPAT; USOCR	2005/02/23 09:07
73	S81	41	("4510351" | "4700295" | "5053970" | "5111391").PN. OR ("5325292").URPN.	US-PGPUB; USPAT; USOCR	2005/02/23 09:11
74	S82	28	("4443863" | "4937743" | "5099431" | "5133075" | "5241465" | "5325292" | "5420968" | "5442735" | "5446838" | "5467268").PN. OR ("5590269").URPN.	US-PGPUB; USPAT; USOCR	2005/02/23 09:16

	Document ID	Issue Date	Title	Current OR
1	US 4092718 A	19780530	Computerized dispatching system	701/117
2	US 4922514 A	19900501	Method and apparatus for dispatching services	379/29.01
3	US 4937743 A	19900626	Method and system for scheduling, monitoring and dynamically managing resources	705/8
4	US 5093794 A	19920303	Job scheduling system	700/100
5	US 5111391 A	19920505	System and method for making staff schedules as a function of available resources as well as employee skill level, availability and priority	705/9
6	US 5212791 A	19930518	Dynamic scheduling	705/29
7	US 5241465 A	19930831	Method for determining optimum schedule in computer-aided scheduling system	705/8
8	US 5325292 A	19940628	Tour/schedule generation for a force management system	705/9
9	US 5467268 A	19951114	Method for resource assignment and scheduling	705/9
10	US 5519606 A	19960521	System and methods for appointment reconciliation	705/9
11	US 5590269 A	19961231	Resource assignment system providing mixed-initiative user interface updates	705/9

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1	Wendt; Hans J.
2	Bergeron; Lawrence E. et al.
3	Rassman; William R. et al.
4	Howie; George R. et al.
5	Fields; Randall K. et al.
6	Damian; Richard G. et al.
7	Oba; Michiko et al.
8	Crockett; Gary B.
9	Sisley; Elizabeth M. et al.
10	Frid-Nielsen; Martin et al.
11	Kruse; John M. et al.

	Document ID	Issue Date	Title	Current OR
12	US 5615121 A	19970325	System and method for scheduling service providers to perform customer service requests	705/9
13	US 5623404 A	19970422	System and method for producing schedules of resource requests having uncertain durations	705/9
14	US 5701400 A	19971223	Method and apparatus for applying if-then-else rules to data sets in a relational data base and generating from the results of application of said rules a database of diagnostics linked to said data sets to aid executive analysis of financial data	706/45
15	US 5848395 A	19981208	Appointment booking and scheduling system	705/9
16	US 5860067 A	19990112	User interface scheduling system with time segment creation and selection	705/9
17	US 5899979 A	19990504	Method and system for automatically integrating scheduled work items onto an electronic calendar	705/9
18	US 5913201 A	19990615	Method and apparatus for assigning a plurality of work projects	705/9

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13	Collins; John E. et al.
14	Amado; Carlos Armando
15	Edgar; James William Hardie et al.
16	Onda; Kiyosumi et al.
17	Miller; David Robert et al.
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19	US 5920846 A	19990706	Method and system for processing a service request relating to installation, maintenance or repair of telecommunications services provided to a customer premises	705/7
20	US 5943652 A	19990824	Resource assignment and scheduling system	705/9
21	US 5960406 A	19990928	Scheduling system for use between users on the web	705/9
22	US 5963913 A	19991005	System and method for scheduling an event subject to the availability of requested participants	705/9
23	US 5970466 A	19991019	Graphical computer system and method for appointment scheduling	705/8
24	US 6047260 A	20000404	Intelligent planning and calendaring system with cueing feature and floating tasks	705/9
25	US 6278978 B1	20010821	Agent scheduling system and method having improved post-processing step	705/9
26	US 6323882 B1	20011127	Method and systems for a graphical real time flow task scheduler	715/744
27	US 6370231 B1	20020409	Method and system for calculating the estimated time of arrival of a service technician	379/32.01

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19	Storch; Joan A. et al.
20	Sisley; Elizabeth M. et al.
21	Rasansky; Richard A. et al.
22	Henneuse; Nicolle et al.
23	Detjen; Ronald A. et al.
24	Levinson; Richard J.
25	Andre; David et al.
26	Jerome; David H. et al.
27	Hice; Janice Paris

Document ID	Issue Date	Title	Current OR
28	US 6380951 B1	20020430	Prepress workflow method and program	715/736
29	US 6415259 B1	20020702	Automatic work progress tracking and optimizing engine for a telecommunications customer care and billing system	705/8
30	US 6442515 B1	20020827	Process model generation independent of application mode	703/22
31	US 6578005 B1	20030610	Method and apparatus for resource allocation when schedule changes are incorporated in real time	705/8
32	US 6587831 B1	20030701	System and method for online scheduling and shift management	705/8
33	US 6810383 B1	20041026	Automated task management and evaluation	705/9
34	US 6823315 B1	20041123	Dynamic workforce scheduler	705/9
35	US 2001049619 A1	20011206	METHOD AND SYSTEM FOR ALLOCATING SPECIFIC APPOINTMENT TIME WINDOWS IN A SERVICE INDUSTRY	705/9
36	US 20020010610 A1	20020124	Order scheduling system and method for scheduling appointments over multiple days	705/8
37	US 20020010615 A1	20020124	Methods and systems for scheduling complex work orders for a workforce of mobile service technicians	705/9

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29	Wolfinger; Chase et al.
30	Varma; Gadiraju et al.
31	Lesaint; David et al.
32	O'Brien; Kenneth
33	Loveland; James B.
34	Bucci; Mark E. et al.
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36	Jacobs, Simon et al.
37	Jacobs, Simon

	Document ID	Issue Date	Title	Current OR
38	US 20020019755 A1	20020214	System and method for scheduling beauty salon appointments	705/5
39	US 20020023157 A1	20020221	Systems and methods for enhancing connectivity	709/227
40	US 20020035493 A1	20020321	Method and system for coordinating appointments	705/5
41	US 20020065700 A1	20020530	METHOD AND SYSTEM FOR ALLOCATING PERSONNEL AND RESOURCES TO EFFICIENTLY COMPLETE DIVERSE WORK ASSIGNMENTS	705/9
42	US 20020199182 A1	20021226	Method and apparatus providing convergent solution to end-to end, adaptive business application management	725/1
43	US 20030115088 A1	20030619	System and method of routing, scheduling, and monitoring a workforce	705/7
44	US 20040193472 A1	20040930	Systems, methods and computer program products for generating at least one shift schedule	705/9

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38	Kagami, Itsuo
39	Lo, Edward et al.
40	Mozayeny, Bahram et al.
41	POWELL, G. EDWARD et al.
42	Whitehead, Susan
43	Thompson, John
44	Ramakrishnan, Vishwamitra S. et al.